



HAYS COUNTY JOB DESCRIPTION

EMERGENCY COMMUNICATIONS OFFICER

Job Code	Grade	FLSA Exempt Status	Safety Sensitive	Phone Allocation
0515	110	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Reports to			Current Version Date:	
Lead Emergency Communications Officer			5/2016	

Essential functions, as defined under the Americans with Disabilities Act, include the responsibilities, knowledge, skills, and other characteristics listed below. This list of responsibilities is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Summary

Under direct supervision, the Emergency Communications Officer assists citizens and Public Safety Personnel in requests for emergency and non-emergency service. An Emergency Communication Officer receives requests for assistance via 911 or non-emergency phone lines, evaluates the type of assistance needed, dispatches appropriate public safety personnel (Police, Fire, EMS) through the use of a complex public safety radio system and then provides the caller with pre-arrival instructions. The ability to communicate effectively, multi-task and make sound decisions within a high stress environment is essential to satisfactory position performance. This position requires skilled use of a computer aided dispatch system (CAD), a complex radio system and multiple computer databases/software. This position serves as the communication link between the public and public safety personnel. The effectiveness of the employee's work affects communication operations and the well-being of the public and public safety personnel. This employee must have a good work ethic, meet deadlines, and have good attendance, including be available to work all shifts, including but not limited to day/swing/night, weekends, holidays and mandatory overtime as needed; as well as modify work hours when required and attend mandatory meetings and training outside of normal work hours. The employee must be punctual, reliable, have honesty, integrity, be free from moral turpitude, have a proper attitude, and must represent Hays County Sheriff's Office in a professional courteous manner via personal, telephonic and written means. This employee must be able to maintain the confidentiality of information.

Responsibilities

- Answer incoming 911 calls and non-emergency calls for service
- Determine the urgency and priority of each event and coordinates the appropriate level of response to protect the safety of the caller and emergency responders
- Enter call details into the CAD system and prepare information for dispatch
- Provide all pertinent information to responding units
- Provide pre-arrival medical and fire instructions by utilizing Emergency Medical/Fire Dispatch protocols
- Maintains contact with callers while dispatching calls to appropriate responders
- Exhibits good judgment and decision making skills
- Provides information via alpha page to update personnel as required or when requested
- Receives, interprets, and processes information from public safety personnel in various entities, agencies or divisions and notifies other agencies for assistance as needed
- Utilize a complex radio system to dispatch for various public safety agencies
- Performs queries using TLETS/NLETS and other record management systems
- Utilize multiple complex computers systems and programs where some may require specialized training

- Utilize a complex filing system to manage various records and confirm the record is valid. This includes but is not limited to records for Hays County warrants, stolen property, missing person, criminal trespass warning, and protective orders
- Complete entries using the Texas and National Criminal Information Center System. (TCIC/NCIC)
- Performs other duties as assigned

Knowledge Required

- Knowledge and functions of the dispatch console
- Knowledge of the principles and practices of emergency and non-emergency call taking and dispatching
- Required to establish and maintain a working knowledge of all laws and ordinances enforced in the County
- Knowledge of human behavior and performance; individual differences in ability, personality and interests; learning and motivation; and treatment of behavioral and affective disorders
- Knowledge of human psychology in an emergency situation
- Exceptional knowledge of professional telephone etiquette and customer relations
- Exceptional knowledge of radio procedures
 - General knowledge of basic office equipment
 - Effective knowledge of the Texas 911 system and equipment
 - General knowledge of Hays County and Sheriff's Office policies, and procedures
 - General knowledge Hays County's geography and its major roadways, hospitals, schools, and other highly populated landmarks

Skills Required

- Exceptional skill in assessing, evaluating, and prioritizing incidents; acting in accordance with the level of urgency necessary for the circumstance
- Exceptional skill in providing instructional aid and guidance to callers
- Exceptional skill in developing and maintaining effective and ethical interpersonal relations
- Exceptional skill in workload organization to enable multiple functions to be completed on time
- Exceptional skill in maintaining calm demeanor during emergencies
- Exceptional skills reading maps quickly and accurately and provide accurate directions as required
- General skill in interacting with several people from varying agencies simultaneously
- General skill in following both oral and written instructions
- General skill in operating standard office equipment, such as copiers, calculators, telephones.
- General skill in operating emergency communications equipment, such as computer-aided dispatch system (CAD), a complex radio system, computerized phone systems, and an extensive mapping system
- General skill in establishing and maintaining cooperative, effective and productive working relationships using tact, patience and courtesy with supervisors, co-workers, vendors, outside agencies, and the general public
- Work closely with others in a compatible and mutually supportive way with a teamwork concept.
- Exceptional skill in interacting with people in stressful emergency and non-emergency situations
- General organizational skills
- Ability to speak clearly and concise on the radio and telephone.
- General skill to coordinate and communicate firmly with diverse, demanding, and sometimes hostile people while maintaining contact and monitoring status of responders
- Ability to accurately hear and simultaneously document information verbally provided using the computer aided dispatch (CAD) logs
- Ability to communicate clearly and concisely both verbally and in writing
- Ability to remain calm and professional while questioning callers who may be verbally abusive emotionally upset, uncooperative or frightened
- Ability to work in a high stress and structured environment
- Ability to take direction, work independently and as part of a group
- Ability to monitor security closed circuit television cameras
- Must possess the ability to speak and record information using acceptable English grammar and spelling
- Must be able to type 30 wpm or greater

Education and/or Experience

- Requires a High School Diploma or GED

Other Qualifications, Certificates, Licenses, Registrations

- TCIC/NCIC certification within 6 months of employment
- TLETS/NLETS certification within 1 year of employment
- Basic Telecommunications license within 1 year of employment
- 9-1-1 equipment training within 6 months of employment
- TDD training within 6 months of employment
- Emergency Medical/Fire Dispatch certification
- CPR certification within 1 year of employment
- Perform continuing education requirements.
- Must successfully complete prescribed training program and attend all assignment training courses
- Required to obtain a 70% or higher on a computerized skill based proficiency assessment
- Class C TX Driver's License
- Must be 18 years of age

Supervision

- The Emergency Communications Officer is required to satisfactorily perform the above duties and will be evaluated from an overall standpoint in terms of feasibility, compatibility, and effectiveness
- This position does not supervise any personnel

Emotional Demands

This position must handle a high stress level of dealing with some emotional and possible irate contacts within the general public. The Emergency Communications Officer meets with contacts in a structured setting at the Sheriff's Office or jail. The contacts are generally cooperative but may be upset at times. This position obtains, clarifies, and gives facts and information, as well as performs services.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job as defined by the employer. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to:

- Use of his/her hands and fingers to handle or feel
- Reach with hands and arms
- Smell
- Talk
- Hear– Demonstrate the ability to clearly understand one-on-one conversations, communicate on the telephone, and to be aware of any situations or conversations going on in your peripheral space for public safety issues
- Occasionally bend, crouch, stoop, stretch, and kneel
- Occasionally stand, walk, kneel or stoop
- Occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus
- Required to sit for extremely long periods of time, and is unable to leave the workstation without relief being present

Work Environment

While performing the duties of this job, the employee works in an office environment. The work involves everyday risks or discomforts requiring normal safety precautions typical of offices and meeting rooms. The work area is adequately lighted, heated or ventilated.

Acknowledgement

I agree that I am able to satisfactorily perform the essential duties listed above with or without an accommodation. I understand the satisfactory performance of the essential duties in this job description

is a condition of my employment. I agree to follow the instructions of my supervisor within the constraints of the law and will perform additional duties to the best of my ability when instructed to do so.

I acknowledge the receipt of the current Hays County Personnel Policy Manual, which outlines my privileges and obligations as an employee. I acknowledge that the provisions of the Personnel Policy are terms and conditions of my employment and I agree to abide by them. I accept responsibility for reading and familiarizing myself with the information in the manual. It is understood that any changes to this policy will be communicated to me in writing. I agree to return the manual to my supervisor if I leave the employ of Hays County.

I further understand that my employment is terminable at will so that both Hays County and its employees remain free to choose to end the employment relationship at any time for any reason or no reason.

I fully understand that I may be granted compensation time in lieu of payment of overtime to the extent provided by law. I also understand that my supervisor can instruct me to take compensation time.

Employee Signature

Date

Hays County is an EEO employer. In compliance with the Americans with Disabilities Act, Hays County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer. List any and all accommodations that are needed to satisfactorily perform the essential functions of the position:

Prepared by:	Created and Updated:	Reviewed – no changes
Sheriff's Office	6/2004, 5/2005, 10/2006, 4/2008, 9/2008, 4/2009, 10/2009, 10/2011, 12/2012, 1/2013, 3/2015, 10/2015, 5/2016	xxxx